

6 FAH-5 H-340 COST CENTERS

(CT:ICASS-5; 07-21-2006)
(Office of Origin: RM/ICASS)

6 FAH-5 H-341 COST CENTER DESCRIPTION

(CT:ICASS-5; 07-21-2006)
(Applies to participating ICASS agencies)

With the exception of Basic Package Services, services listed in each category below are illustrative. The listed services will be helpful in preparing the memorandums of understanding (MOUs) for the various service centers. At some posts, certain services may not exist. For example, services related to an international or U.S.-sponsored school may not be provided if there is no school at post. Additionally, some items listed under Personnel Services below may be done at some posts in the general services office (GSO) or financial management cost centers. A post's MOU would be prepared accordingly. Only **two cost centers are mandatory** for every agency at post with direct-hire U.S. citizen staff, i.e., Basic Package Services and Community Liaison Office Services.

6 FAH-5 H-341.1 Basic Package Services

(CT:ICASS-5; 07-21-2006)
(Applies to participating ICASS agencies)

- a. This cost center is **mandatory** for every agency at post with direct-hire U.S. citizen staff. Whether or not agencies sign on for an ICASS-provided service, they benefit from the support structure of the primary service provider, the Department of State's administrative section at post, in at least two ways and thus should pay a basic amount on a per-capita basis. First, the official, diplomatic status of the mission and its administrative support structure are there to handle the problems of any agency employee for which no official agreement exists. Much like fire or police departments, the mission is there to assist on an as-needed basis and is the de facto service provider. Secondly, there are a number of specific services the mission provides from which U.S. Government employees benefit whether or not they sign on for any of the other standard services. **The items in the Basic Package Services, listed below, are standard, and are not to be changed. If a service listed therein is not provided at post, that should be taken into**

consideration in determining the amount of time service providers allocated to Basic Package Services.

- b. **Description:** Included in these services, depending on post, are:
- (1) Diplomatic accreditation to host government;
 - (2) Licenses and special permits;
 - (3) Maintenance of the emergency action plan;
 - (4) Reciprocity issues with host government such as car import, spousal employment, and VAT reimbursement;
 - (5) Check-in/check-out procedures and follow up such as host-country ID cards, accounts receivable, payable;
 - (6) Issuance of building access badges;
 - (7) Newcomer and TDYer materials such as phone books, written orientation materials;
 - (8) Maintenance of post reports;
 - (9) Maintenance of post staffing plan;
 - (10) Determination of exchange rates;
 - (11) Local bank account establishment, coordination, and maintenance;
 - (12) International school accreditation surveys;
 - (13) International school grant management;
 - (14) International school Suspense Deposit Abroad accounting and voucher processing;
 - (15) Cost of living surveys for COLA, per diem rates;
 - (16) Negotiated hotel rates;
 - (17) Support of employee recreation association and commissary boards; and
 - (18) Support structure for VIP visits.
- c. **Costs:** Charges for Basic Package Services should be a minimal part (e.g., 3% to 6%) of the total ICASS budget at post. The costs are calculated on the percentage of time spent by the service provider in furnishing the above services. These costs include salary, benefits, and related support costs.
- d. **How to count:** Number of direct-hire U.S. citizens and others as described in 6 FAH-5 H-325, Categories of Personnel. Locally-hired employees, including U.S. citizens, are not counted. The costs of regional personnel based abroad are charged to Basic Package Services at their home post only. This cost center is mandatory but modifiable. The

council can make a determination that modified capitation be used for a particular agency to capture more equitably the limited usage of services under Basic Package Services. Generally, there should not be a need to modify the Basic Package Services distribution factor. However, there may be unique circumstances at post that warrant modified capitation. For example, the significant presence of a military group, under the authority of the chief of mission (COM), which requires little, if any, administrative support from ICASS, may support a modification of the cost-distribution factor.

6 FAH-5 H-341.2 Community Liaison Office (CLO) Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** This cost center is **mandatory** for every agency at post with direct-hire U.S. citizen staff. CLO Services provides an integrating function at post including welcome and orientation materials; pre-arrival information; sponsorship program; a formal orientation program; as well as cultural activities, trips, seminars and other morale enhancing events. CLO Services maintains community liaison with host-country organizations and business and mission communities. CLO Services identifies family member employment opportunities both inside and outside the mission and provides employment information to families. CLO Services maintains education liaison with schools at post and provides information on school options away from post and on return to the United States. Information management includes maintaining a resource center accessible to the community and contributing to the post newsletter. CLO Services provides guidance and referral support during crises by identifying community resources and referring clients appropriately. Security liaison includes working with the regional security office (RSO) in areas of contingency planning and serving on the emergency action committee.
- b. **Costs:** Generally includes salary, benefits, and other support costs such as furniture, equipment, and any operating expenses of CLO.
- c. **How to count:** Number of direct-hire U.S. citizens and others as described in 6 FAH-5 H-325, Categories of Personnel, plus dependents listed on sponsors' assignment orders. Locally-hired employees are not counted. This cost center is mandatory but modifiable. The ICASS council can make a determination that modified capitation be used for a particular agency to capture more equitably limited usage of services under this cost center. Generally, there should not be a need to modify the CLO Services distribution factor. However, there may be unique

circumstances at post that warrant modified capitation.

6 FAH-5 H-341.3 Health Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Services depend on the post and what outside services are available. Some posts will work in coordination with a local or military hospital, some will have a regional medical staff, some will have a staffed health unit, and some will rely on regional support and/or local facilities. Services could include staffing and operation of the health room; first aid, immunizations, dispensary, evacuation determination and assistance; medical reports and analysis; and coordination with local health facilities/personnel to identify, evaluate, recommend, and make arrangements with local medical resources. Health unit personnel also identify and advise mission personnel on local health hazards and infectious diseases.
- b. **Costs:** Generally includes salary, benefits, and other support costs or contract costs for all health personnel (regional medical officers (RMOs), nurse practitioners, nurses, medical technologists, medical assistants, and secretaries), all vaccines, post-procured medical supplies, equipment and furniture for the health unit, and some travel and training for medical personnel. (**NOTE:** Costs of the RMO are budgeted only at RMO's "home" post.)
- c. **How to count:** Number of direct-hire U.S. citizens and others as described in 6 FAH-5 H-325, Categories of Personnel, plus all their dependents included on sponsors' assignment orders, whether physically residing full time at post or not. Also included are any other personnel approved by the ambassador to receive services. This cost factor is modifiable in limited circumstances where full delivery of provided services is not possible. Locally employed staff (LES) are not counted even though the ambassador may have approved emergency/first aid service to be provided to LES during working hours.

6 FAH-5 H-341.4 Computer Services (Information Management Technical Support)

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Installation of hardware/software, training or assistance in obtaining training in hardware/software usage, installation and maintenance of e-mail, system backup, system security (logons and virus protection) management, maintenance of uninterruptible power supplies,

customer assistance, and recommendations for system or equipment requirements/replacements/upgrades. This does not include the cost of any desktop PC, printer, or other peripheral that an agency may need to connect to the service provider's LAN.

- b. **Costs:** Generally includes salary, benefits and other related support costs for locally employed staff (LES), U.S. citizen direct-hire unclassified system managers, and a portion of salary and benefits and other support costs of U.S. citizen employees who may be supervising the operation, and any travel, training and furniture/equipment related to computer/systems support. Only system support hardware is included in these costs. Other ICASS hardware and software should be charged to the appropriate cost center, e.g., financial management computers to financial management cost center. (**NOTE:** Costs of regional support personnel servicing computers/ADP equipment are budgeted at their "home" post.)
- c. **How to count:** The number of devices, including CPUs (one counted CPU includes its monitor, keyboard, mouse, CD-ROM drive, and internal/external devices specific to the CPU), servers, printers, scanners, and related devices. This cost center is not modifiable.

6 FAH-5 H-341.5 Nonresidential Local Guard Program Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Generally pertains only to buildings or compounds that State shares with other agencies or ICASS offices. However, solely occupied offices may be included at the option of the subscribing agency if the service provider has the capacity to provide services. Direct billing is preferred whenever costs can be segregated. Under the operational control of the regional or post security office, services at ICASS facilities including warehouses may include the following:
 - (1) Contract management of a local-guard contract;
 - (2) Employment, management and training and equipping of guards hired under personal-service agreements (PSAs);
 - (3) Host-country police assigned to ICASS facilities;
 - (4) Guard contract oversight, coordination, and quality assurance;
 - (5) Guard force supervision;
 - (6) Vehicle security inspection;
 - (7) Vehicle/pedestrian access control and verification of personnel

entering the chancery, annex, and any other nonresidential guarded ICASS buildings or facilities;

- (8) Prescreening of visitors' baggage, physical checks of personnel, screening of incoming mail, parcels, vehicles, or other items through use of x-ray equipment, explosive-detection equipment and metal detectors;
 - (9) Exterior patrols of the chancery and annex buildings or compound, warehouses, and other designated buildings by guards or host-country police;
 - (10) Enforcement of parking restrictions by guards or host-country police; and
 - (11) Guard force or host-country police manning of roadblocks around ICASS facilities and other duties at ICASS facilities as directed by the regional security office (RSO).
- b. **Costs:** Generally includes locally employed guard LES security staff salary, benefits, and other support costs such as training, security supplies, equipment, and equipment maintenance costs associated with nonresidential buildings which are shared by State and other agency or ICASS personnel. Costs associated with host-country police assigned to ICASS facilities are ICASS expenses. Although the regional security officer (RSO) is the service provider, the regional security officer and equipment funded by the Diplomatic Security appropriation are not budgeted here. The Marine guard contingent is a part of the State program organization receiving services and therefore is also not an ICASS service provider. Refer to "Accounting for Marine Security Guard Costs" under 6 FAH 5 H375 Marine Security Guard (MSG) Program for additional guidance. Also costs associated with the residential guard program and surveillance detection program are not part of ICASS.
- c. **How to count:** Net square meters occupied. Costs are distributed based on the square meters of offices, conference rooms, theaters, workshops, warehouses, etc., occupied by an agency. Unassigned office/program space in the chancery or other OBO-managed (U.S. Government-owned/long-term lease (GO/LTL)) space is charged to State program. Common space (e.g., bathrooms, kitchenettes, shared conference rooms, hallways, cafeterias, etc.) is distributed proportionally to agencies sharing nonresidential properties with State program offices and can be modified.

6 FAH-5 H-341.6 Security Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Locally employed staff (LES) employees working in the security office perform a number of tasks that benefit all agencies at post. These tasks may include:
- (1) Foreign Service national (FSN) background investigations;
 - (2) Accident and security incident assistance;
 - (3) Special investigations (e.g., employee theft investigations);
 - (4) Security assistance (e.g., liaison with host-country security and police officials);
 - (5) Review and recommend security enhancements for offices and residences;
 - (6) Official requests for photographs;
 - (7) Official requests for fingerprints;
 - (8) Conducting residential security surveys;
 - (9) Maintenance of residential security files;
 - (10) Provision of residential alarm training for post personnel;
 - (11) Coordinating and negotiating residential security upgrades;
 - (12) Informal translations for security-related matters.
- b. **Costs:** Generally includes salary, benefits, and other support costs such as training, security supplies, equipment, and equipment maintenance costs associated with LES employees. For ICASS Lite posts, especially those with no U.S. citizen security officer, duties may be performed by an LES in the personnel function and costs budgeted accordingly. Additionally, other U.S. citizen ICASS officers who spend a portion of their time performing security services could allocate a percentage of their time to that function. The cost of direct-hire U.S. citizen regional security office (RSO) personnel is not included under ICASS because the RSO is a State program position.
- c. **How to count:** The number of authorized locally employed staff and direct-hire U.S. citizen employees; can be modified.

6 FAH-5 H-341.7 General Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **ICASS Lite:** General Services consist of up to nine separate cost centers. In the **ICASS Lite** version of the software, the nine cost centers described in sections 6 FAH-5 H-341.7-1 through 6 FAH-5 H-341.7-9 for the ICASS Standard version are grouped together into one cost center:
 - (1) **How to count for ICASS Lite:** The number of direct-hire U.S. citizen employees plus .2 times the number of locally employed staff (LES) receiving services. If a modification factor is agreed to, it is applied against the total obtained from the above calculation. As an example, for an agency with 20 direct-hire U.S. citizen employees and 50 LES receiving services, the calculation would be: 20 direct-hire U.S. citizen employees + 10 LES (.2 x 50) = 30. If the factor is to be modified by .6 (or .3) then $30 \times .6 = 18$ or $30 \times .3 = 9$. Where there are no direct-hire U.S. citizen employees but an agency has LES at post who receive services, the LES employees are counted as .2. Where an agency has its own general services office (GSO) and LES who receive no or only incidental services from the General Services provider, LES may be omitted from the count. However, serviced agencies should recognize that a .2 level of service generally represents a minimal relative cost to pay to obtain the support available from the GSO platform;
 - (2) The use of sub-cost centers is common at Lite posts where an agency or agencies may wish to only subscribe to one or two GSO services, e.g. shipping and customs. Using sub-cost centers in this case may be preferable to using a workload modification to reflect the differences in use of services provided.
- b. **ICASS Standard:** In the **standard software** general services are broken into the nine cost centers described in sections 6 FAH-5 H-341.7-1 through 6 FAH-5 H-341.7-9.

6 FAH-5 H-341.7-1 Vehicle Maintenance

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Maintenance and repair of official vehicles and maintaining related vehicle records and reports, including the scheduling and performance of routine maintenance. Does not include major overhauls, accident repairs, or any specialized maintenance that may be unique to a particular make or model of car and that requires specialized training,

tools, or equipment. These are the responsibility of the individual agency or are direct-charged.

- b. **Costs:** Generally includes the salary, benefits, and other support costs working in this function or the contract costs for mechanics and garage personnel, garage rent if short-term lease (STL) property, utilities, tools, and equipment for making repairs and incidental parts and supplies, e.g., oil and lubricants. However, parts or supplies specific to a particular repair or maintenance job should be directly charged to the agency owning the vehicle. The only exception should be parts and supplies for repairing and maintaining ICASS vehicles; they should be budgeted and charged against ICASS (for redistribution to other agencies).
- c. **How to count:** The total number of official U.S. Government vehicles maintained; this cost center is not modifiable.

6 FAH-5 H-341.7-2 Administrative Supply

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** The requisitioning, inventory control, issuance, record keeping, and warehousing of administrative supplies and accountable forms.
- b. **Costs:** Generally includes the salary, benefits and other support costs of personnel involved in requisitioning, stocking, inventorying, and issuing administrative supplies. It also includes the furniture, equipment, warehousing, and related transportation of the administrative supply operation. Costs of supplies may be included or may be direct-charged. The chosen method must be approved by the post council and applied consistently. Specialty items that are not generally required by all agencies at post must be paid for directly by the requesting agency, including related transportation costs.
- c. **How to count:** The dollar value of all supplies issued to an agency; this cost center is not modifiable.

6 FAH-5 H-341.7-3 Procurement

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Procurement by contract, personal service contract (except for those hired under personal services agreements which are charged for under the locally-employed staff cost center), purchase order, requisition, petty cash or other standard means of acquiring the goods and services necessary for agencies at post to conduct their mission. This includes identifying vendors, writing specifications, negotiations, and

documentation consistent with U.S. Government and agency regulations.

- b. **Costs:** Generally includes the salary, benefits, and support costs of personnel performing or supervising the procurement function including their furniture, equipment, and related transportation.
- c. **How to count:** The number of executed procurement documents. Executed procurement documents include purchase orders, contracts, petty cash vouchers, personal service contracts (but not personal services agreements), requisitions, and all other standard means of procuring goods and/or services. Because of the differences in the amount of work involved, charges for procurement services are weighted based on the size of the procurement. Posts must utilize the following categories and weights:

CATEGORY	WEIGHTS
Acquisitions over \$100,000	3.0
Acquisitions between \$2,500 and \$100,000	2.0
Acquisitions less than \$2,500	1.0

This cost center is not modifiable.

6 FAH-5 H-341.7-4 Reproduction

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Providing printing and reproduction services through a central facility to ICASS member agencies.
- b. **Costs:** Generally includes salary, benefits and related support costs of personnel working in this function, furniture and equipment replacement as required, if easily identifiable as being for use by the reproduction unit. Also includes equipment maintenance, paper, and toner, used by the central reproduction facility for services provided under this cost center.
- c. **How to count:** The total number of copies printed or reproduced at the request of a customer agency. These totals can be obtained from data reflected on the request for reproduction services received from the requesting agency during the reporting period. Counts are not charged to the eventual recipient of the copy but to the agency that requested the copies be made. This cost center is not modifiable.

6 FAH-5 H-341.7-5 Shipping and Customs

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Arranging for the packing and crating, forwarding, customs clearance (including negotiations with host-government officials) for incoming and outgoing shipments. Services may be provided by in-house personnel and/or by commercial provider, as appropriate.
- b. **Costs:** Generally includes salary, benefits and support costs of personnel working in this function, as well as replacement furniture, equipment, and related transportation and contract costs to have a commercial provider in place. Actual shipping costs and clearance fees for incoming and outgoing shipments are direct-charged.
- c. **How to count:** The total number of shipments sent and received. Post should devise appropriate tracking procedures to ensure accurate counts are obtained. This cost center is not modifiable.

6 FAH-5 H-341.7-6 Direct Vehicle Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Operation of a central motor pool for the purpose of transporting personnel for official business, to include dispatching and garaging of ICASS vehicles and maintaining the required reports and records.
- b. **Costs:** Generally includes salary, benefits and other support costs for personnel working in this function or the contract costs for drivers and dispatchers, vehicle operating expenses (gas and oil), maintenance, parts and related transportation, and the costs for garage space and any related furniture, equipment, and transportation.
- c. **How to count:** The total amount of miles driven. These statistics should be obtained from daily trip logs maintained on each vehicle. This cost center is not modifiable.

6 FAH-5 H-341.7-7 Nonexpendable Property Management

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Generally includes requisitioning, inventory control, warehousing, delivery of nonexpendable furniture and equipment, and property disposal. This can include office/residential furniture, equipment and appliances or other nonexpendable items. **NOTE:** Residential

furniture, appliances and equipment that are part of an ICASS Residential Furniture, Appliance and Equipment Pool Cost Center may or may not be included in this cost center.

- b. **Costs:** Generally includes the salary, benefits, and other support costs of personnel involved, as well as furniture, and equipment of personnel ordering, stocking, inventorying, delivering/picking up, and issuing nonexpendable property, and disposal of property. The cost of the nonexpendable item(s) and shipping is charged to the ordering agency.
- c. **How to count:** The number of items inventoried under ICASS control. Items that are part of an ICASS Residential Furniture, Appliance and Equipment Pool Cost Center are not counted here. This cost center is not modifiable. Regarding inventory:
 - (1) Some customers will elect to keep their own inventories of furniture and equipment while the items are in agency-occupied space. This does not bar them from signing up for Nonexpendable Property Management. How would one of their items be treated? Suppose that Agency X ordered an office chair from the United States. The item was consigned to the U.S. Despatch Agent for delivery to AmEmbassy Shang-ri-La. It arrived in a 40-foot container and was received at the embassy ICASS warehouse. The warehouse ICASS staff inventoried the item in the process of doing the receiving report, placed it in the area holding Agency X's nonexpendable property and notified Agency X that the chair had arrived. Two days later, Agency X arranged for the delivery of the chair to its director's office. The warehouse staff "disposed" of the chair by turning it over to Agency X's packer (and removed the item from the ICASS warehouse inventory). For ten years, the chair sat in the director's office. During those ten years, Agency X followed its own procedure to inventory the chair. After ten years, the chair was sent to the ICASS warehouse for disposal where it was received into the warehouse by the ICASS staff, entered into the warehouse inventory, and placed in the area set aside for sale items. After the sale, the chair was "disposed" of and removed from the warehouse inventory. The chair counted against Agency X's "number of items inventoried under ICASS control" twice. The first time was when the embassy ICASS warehouse received the item and had it on its warehouse inventory. The second time was when the chair was on the warehouse ICASS inventory for disposal;
 - (2) Other agencies may elect to have ICASS account for all of their property no matter where it is located. Clearly, these agencies will have a much higher count of items under ICASS control. The higher number of items under ICASS control compensates ICASS for the higher level of service rendered to these agencies.

6 FAH-5 H-341.7-8 Leasing

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Service includes all phases of the leasing process for residential, office, warehouse, or other space as required by requesting agency. Includes locating properties, assessing their structural integrity and the condition of systems such as electrical, plumbing, etc., evaluating to ensure that their size meets requirements and/or is within the regulations, negotiating lease conditions and rates with the landlord, following-up with landlord to enforce provisions of the lease, and initiating a lease or lease renewal according to U.S. Government regulations and host-country law. This may require seeking legal assistance in cases of dispute. Also includes assistance with utility and telephone companies for connections and termination of services.
- b. **Costs:** Generally includes salary, benefits and related support costs of personnel involved, to include their replacement furniture, equipment and related transportation. Costs may include legal fees as they may be incurred from a local counsel.
- c. **How to count:** The number of leases maintained. This cost center is modifiable.

6 FAH-5 H-341.7-9 Travel Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** May include preparation of travel orders, issuance of travel documents, assistance in arrival and departure, reservation requests, ticket purchases, hotel accommodations, itinerary, and assistance in obtaining visas.
- b. **Costs:** Generally includes salary, benefits and related support costs of personnel involved, to include their replacement furniture, equipment and related transportation. Does not include transaction fees charged by some travel contractors; transaction fees are a direct charge.
- c. **How to count:** The cumulative number of times travelers access services (for official travel only). This cost center may be modified.

6 FAH-5 H-341.8 Information Management Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **ICASS Lite:** In the ICASS Lite version, the three cost centers described below for the ICASS Standard version are grouped together into one cost center. **How to count in ICASS Lite:** Number of direct-hire U.S. citizens and others as described in 6 FAH-5 H-325, Categories of Personnel. If there are no US direct-hire personnel, then count locally employed staff (LES) personnel. This cost center may be modified.
- b. **ICASS Standard:** In this version, information management services are broken down into three services described below in sections 6 FAH-5 H-341.8-1 through 6 FAH-5 H-341.8-3.

6 FAH-5 H-341.8-1 Pouching

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Receipt and distribution of incoming pouch materials and preparation and forwarding of outgoing pouches, both classified and unclassified, and maintenance of related records. Includes distribution of incoming/outgoing material where applicable.
- b. **Costs:** Generally includes any salary, benefits and any other support costs of locally employed staff (LES) working on mail and pouch handling and a portion of any U.S. citizen employees' costs working in this area if they are not program-funded. Costs include any travel, training, furniture, equipment and transportation costs associated with mail and pouch. Transportation costs for special pouches that include material for a single agency are direct-charged to that agency and, therefore, are not included in the ICASS budget. However, the weight of the pouches is included in the count if the pouches are prepared by ICASS personnel.
- c. **How to count:** The total weight of pouches sent. Posts should develop a sampling methodology to estimate annualized weight for each agency. This cost center may be modified.

6 FAH-5 H-341.8-2 Mail and Messenger

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Mail sorting, routing and pickup/delivery from local and APO and/or DPO sources. This includes receipt of registered and express

delivery shipments. Also includes arranging transportation of mail to and from the airport in coordination with local customs and airline personnel. Can include local messenger service, if provided by ICASS staff.

- b. **Costs:** Generally includes the salary, benefits, and any other support costs for any locally employed staff (LES) working on mail handling and a portion of any U.S. citizen employees' costs working in this area (if they are not program-funded). APO, FPO, and DPO (and any U.S. direct-hire personnel associated with it) is currently a DOD-provided service outside the ICASS system and thus is not an ICASS cost. However, mission-provided support costs such as space, office equipment, and local hire mailroom personnel necessary to the APO, FPO, and DPO service may be charged to mail and messenger service, as appropriate or information management for ICASS Lite posts.
- c. **How to count:** Number of direct-hire U.S. citizens and others as described in 6 FAH-5 H-325, Categories of Personnel. If there are no U.S. direct-hire personnel, then count LES personnel. This cost center may be modified.

6 FAH-5 H-341.8-3 Reception and Switchboard

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Switchboard services include answering/directing telephone calls within the chancery, servicing instruments connected to the switchboard and relocating/installing of instruments, circuits and systems. Reception services include greeting/announcing visitors, and, where appropriate, issuing visitor passes.
- b. **Costs:** Generally includes salary, benefits and related support costs of personnel involved. Special phone features or faxes and special equipment or upgrades are directly charged to the requesting agency.
- c. **How to count:** The number of devices connected to the central switchboard and number of devices connected to non-IVG direct-line connections. This cost center is not modifiable.

6 FAH-5 H-341.9 DTS-PO

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** The DTS-PO network provides reduced cost voice and message telecommunications service between posts and the United States. Access to the network is provided through a service called International Voice Gateway (IVG) that is virtually identical to any other telephone company providing international service. Typically, the DTS-PO

network ends at the gateway in the embassy. For agencies outside the embassy compound, connections are made via a local leased line through the embassy PBX and onto the DTS-PO network without going through the embassy switchboard. DTS-PO provides one dedicated IVG line to each post without charge.

- b. **Costs:** Generally includes the annual fee for shared IVG line use and installation charges for additional IVG lines, plus Washington costs for any necessary repairs or upgrades related to the local line itself. DTS-PO will provide the annual cost for shared IVG use for each post and update the information for the mid-year budget. Agencies electing to pay for IVG dedicated lines do so outside of ICASS.
- c. **How to count:** The number of instruments serviced by IVG lines. Count should include instruments in offices and residences that are authorized access to the IVG lines. Modification should not be necessary, but can be given if time and duration restrictions are imposed on certain users and agreed to by the ICASS council.
- d. **Cost center:** All DTS-PO costs are budgeted to cost center 5449. Costs budgeted to the DTS-PO cost center are excluded from the computation of ICASS overhead and ICASS redistribution charges.

6 FAH-5 H-341.10 Financial Management Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **ICASS Lite:** In the ICASS Lite version, the five cost centers described below for the ICASS Standard version are grouped together into one cost center. How to count in ICASS Lite: The number of strip codes processed including cashier vouchers, journal vouchers, accommodation exchanges, collection documents. If payroll services are provided, the number of personnel payrolled per pay period is to be included. This cost center may be modified.
- b. **ICASS Standard:** In the ICASS Standard, software breaks financial management services into five cost centers described below in sections 6 FAH-5 H-341.10-1 through 6 FAH-5 H-341.10-5.

6 FAH-5 H-341.10-1 Budgets and Financial Plans

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Preparation of budgets or budget preparation assistance and any related financial analyses, such as impact of wage or price increases or the effect of currency exchange rate changes. Also may include the reporting on special budget items such as representation

funding or overtime. Preparation of the ICASS budget should be budgeted and charged against ICASS for redistribution to other agencies. Also includes related recurring reports and reporting on wage and price trends.

- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in this function, such as any travel, training, furniture, equipment and related transportation costs associated with these services.
- c. **How to count:** The percent of time spent preparing financial plans. This cost center is not modifiable.

6 FAH-5 H-341.10-2 Accounts and Records

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Maintenance of automated and/or manual accounts and records to ensure that data is consistent with appropriation law and the agency's accounting structure; that obligations do not exceed authorizations and are substantiated with the appropriate supporting documentation; that amounts therein are legal obligations of the agency; and that the data will facilitate good management and budget preparation; also includes providing accounting reports to serviced agencies.
- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in this function, such as any travel, training, furniture, equipment and related transportation costs associated with these services.
- c. **How to count:** The number of obligations established by the accounts and records. This cost center may be modified.

6 FAH-5 H-341.10-3 Payrolling

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Time and attendance reporting and maintenance of pay, benefit, leave, allowance, and tax records for U.S. citizen employees, Foreign Service nationals (FSNs), personal service agreement/contract (PSA/PSCs), and other locally employed staff (LES). Includes coordination with and making scheduled periodic payments for LES retirement/insurance plans to the host government. Also includes following up on lost payroll checks and reconciling payroll problems with the payment center.

- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in this function, such as any travel, training, furniture, equipment and related transportation costs associated with these services.
- c. **How to count:** The number of employees payrolled. This cost center may be modified.

6 FAH-5 H-341.10-4 Vouchering

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Voucher preparation, voucher auditing (for completeness, accuracy, adequacy of documentation, and legality), voucher certification, and submission for payment (via DATEL or other method). Also includes ensuring controls exist to preclude duplicate payments and working with the disbursing center and vendors to achieve timely payments and tracking of lost or missing payments; maintaining control over certified original documents/vouchers for the specified period; retiring records in accordance with records management requirements; and providing assistance in preparing travel vouchers.
- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in this function, such as any travel, training, furniture, equipment and related transportation costs associated with these services.
- c. **How to count:** The number of strip codes processed including cashier vouchers, journal vouchers, accommodation exchanges, collection documents and payroll. This cost center may be modified.

6 FAH-5 H-341.10-5 Cashiering

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Petty cash advances and reimbursements, accommodation exchange, reverse accommodation exchange, collections and cash payment vouchers. Processing receipts from the sale of U.S. Government property.
- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in this function, such as any travel, training, furniture, equipment and related transportation costs associated with these services.
- c. **How to count:** The number of strip codes processed including cashier vouchers, journal vouchers, accommodation exchanges, collection

documents and payroll. This cost center is not modifiable.

6 FAH-5 H-341.11 Personnel Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **ICASS Lite:** In the ICASS Lite version, U.S. Citizen Employee Personnel Services, Family Member Employees, and Locally Employed Staff (LES) Personnel Services are grouped together into one cost center. For ICASS Lite posts, particularly those without a regional security officer (RSO), the security function, including FSN investigations, may also be performed in this cost center. **How to count in ICASS Lite:** Number of employees serviced. This cost center may be modified.
- b. **ICASS Standard:** ICASS standard software breaks down personnel services into two cost centers described below in sections 6 FAH-5 H-341.11-1 through 6 FAH-5 H-341.11-2.

6 FAH-5 H-341.11-1 U.S. Citizen Employee Personnel Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Processing documentation for changes to health and life insurance selection, Thrift Savings Plan and other allotments, home of record, and retirement processing (whether through the relevant open season, updating of family status or other). Also includes employee counseling, handling grievances, development of staffing patterns and position schedules, and related reports and files. May also include administering the post language program, and mission awards program.
- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in personnel, such as any travel, training, furniture, equipment, and related transportation costs associated with these services.
- c. **How to count:** Number of direct-hire U.S. citizen employees. This cost center may be modified.

6 FAH-5 H-341.11-2 Locally Employed Staff (LES) Personnel Services

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Maintaining a current local compensation plan at post through wage and benefit surveys or other analyses and ensuring that

the plan is up-to-date with local labor law. Also includes providing advice on classifying positions. The function includes some or all aspects of recruitment, i.e., job announcements, evaluation of applicants, interviewing, selection, and salary determination. LES Services also include management of the performance evaluation process, awards program, and family member employment program. Some posts may include career guidance, counseling, workers compensation programs, employee orientation, and guidance on local labor laws in LES Services. Liaison with host-country labor officials. Assistance with payroll problems may be included here or under Financial Management Services.

- b. **Costs:** Generally includes salary, benefits and other support costs of staff working in personnel, such as any travel, training, furniture, equipment, and related transportation costs associated with these services.
- c. **How to count:** Number of LES and Family Member employees receiving service. This cost center may be modified.

6 FAH-5 H-341.12 Building Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. Occupying agencies are responsible for their share of building operating expenses (BOE) costs for U.S. Government-owned/long-term lease (GO/LTL) office/functional and residential properties to include wages, benefits, travel and training of the building operating force (e.g., carpenters, gardeners, electricians, and painters but excluding U.S. citizen facilities maintenance personnel funded by OBO); the costs of related tools and transportation; custodial services (e.g., janitors, char force, window washers, building engineers, and furnace persons); service contracts for building equipment such as heating plants, elevators, and air conditioning systems; operating fuel; utilities; janitorial supplies and trash collection; municipal assessments and taxes (when exemptions cannot be obtained); and fire or comprehensive insurance on buildings and grounds (when required by local law).
- b. Where costs can be attributed specifically to an agency, direct charging is the preferred method of billing (see 6 FAH-5 H-323.5, Direct Charging). Otherwise, BOE costs for GO/LTL and short-term lease (STL) office/functional and residential properties will be charged through ICASS using the appropriate cost center and distribution factor. ICASS does not change the Department of State's role as the Single Real Property Manager (SRPM) for nonmilitary U.S. Government-held property abroad nor does it alter existing authorities and responsibilities of other agencies for real property management, e.g., USAID. The regulations and

procedures for designated housing (ambassador, deputy chief of mission, consul general when principal officer, U.S. representative to a U.N. agency abroad when principal officer, and Marine security guards) remain in force.

- c. **BOE versus M&R for GO/LTL properties:** It is important to distinguish between the building operating expense (BOE), which is an ICASS/occupant cost, and maintenance and repair (M&R) costs which are the responsibility of the Department of State for GO/LTL property and equate to a landlord expense for STL property. **(NOTE: USAID is responsible for M&R costs associated with USAID-owned property.)** The BOE services provided and the service standards for STL residential properties should approximate those provided GO/LTL residences, excluding designated housing. M&R expenses are solely funded by the Department of State's Overseas Buildings Operations (OBO) appropriation and divided into two categories, Routine and Special:
- (1) Routine M&R provides for the preservation of GO/LTL property in such condition that it can be effectively used for its intended purpose. Basically, these would be actions that a good landlord would take to keep the property in an acceptable condition as part of the landlord's responsibilities to the tenant and to preserve the landlord's overall investment in the property. These would include services and/or materials for items of a recurring nature, such as painting (generally exterior), weather stripping, termite repairs, etc. (This does not extend to housekeeping chores such as cleaning, changing light bulbs, cleaning or repairing drapes, carpeting and furniture, maintenance contracts for custodial services, etc., that would be charged more appropriately to BOE funds.) M&R funds would also be used for services and/or materials used for items of a minor nature such as repairs of broken water pipes, replacement (as opposed to repair) of broken/inoperable bathroom/kitchen fixtures such as a toilet or sink, or repairs to a building system such as heating, central air conditioning, and mechanical systems. Bulk M&R supplies such as paint, lumber, plumbing supplies, electrical wire, etc., destined for these uses in GO/LTL properties should be charged to M&R;
 - (2) Special M&R projects are designed to restore a GO/LTL building to a fully functioning condition. These projects can include the repair and/or replacement of building systems and structures such as roof replacement; electrical rewiring; replacement of plumbing/sewer systems; the modernization of bathrooms and kitchens; replacing (but not upgrading) major parts of a building such as elevators, central heating, or air conditioning plant; or the repaving of a driveway;

- (3) The costs of periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways, and grounds for office buildings and common-use areas of residential apartment buildings, whether GO/LTL or STL, are the responsibility of the occupying agencies and should be charged to BOE through ICASS. Full grounds care for the GO/LTL and STL residences occupied by the chief of mission (COM), principal officer (PO) of constituent posts, U.S. representative to a UN agency abroad (when PO), deputy chief of mission (DCM), country public affairs officer (PAO), the defense attaché, agricultural attaché, senior foreign commercial officer, and Marine security guards, are funded by post-held Diplomatic and Consular Program (DCP) appropriations (State program funds) pursuant to 15 FAM. Major landscaping costs normally funded by a landlord, e.g., planting or removing trees, renewing lawns, repairing sprinkler systems, etc., for GO/LTL properties should be charged to M&R. The employee still remains personally responsible for certain costs as defined in 15 FAM.

6 FAH-5 H-341.12-1 U.S. Government-Owned/Long-Term Lease (GO/LTL) Residential Building Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

Description: Includes routine building operating expense (BOE) maintenance (e.g., leaky faucets, air conditioner repair, appliance repair), preventive maintenance services, between-occupant fix-up, preparation for new arrivals, moving furniture/furnishings or appliances to and from the residences as appropriate, and ensuring that adequate utilities, including garbage removal, heating and air-conditioning, are available. BOE costs for multi-unit residences can be distributed to the occupants through ICASS using square meters occupied while certain BOE costs for single residential units can be direct-charged. **Personnel assigned specifically to a residence, e.g., the ambassador's gardener, or exclusively performing M&R work should be considered as a program cost or direct charge.** Landlord-type responsibilities will be funded by M&R as authorized and approved by the Bureau of Overseas Buildings Operations (OBO).

6 FAH-5 H-341.12-2 U.S. Government-Owned/Long-Term Lease (GO/LTL) Nonresidential Building Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

Description: Includes space planning and utilization, custodial and grounds services, and elevator and routine air conditioner maintenance services. This includes ensuring that adequate utilities, such as garbage removal, heating and air-conditioning, are available to the extent possible. Also involves working with the Bureau of Overseas Buildings Operations (OBO) to ensure that special maintenance and repair projects are funded and occur as required. Includes normal between-occupant fix-up, preparation for new arrivals, and moving furniture/furnishings or equipment as appropriate. Agencies requesting services in excess of commonly provided levels (for example, special between-occupant fix-up, more frequent cleaning, or minor structural changes), will be charged directly for the additional cost. For instance, making a minor office change (removing a nonload-bearing wall after approval by OBO) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

6 FAH-5 H-341.12-3 Short-Term Lease (STL) Residential Building Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

Description: Involves working with the landlord to ensure reasonable and necessary repairs are made properly and on time and/or performing minor repairs with contractors or in-house staff as appropriate. Includes routine between-occupant fix-up, preparation for new arrivals, moving furniture/furnishings or appliances to and from the residences as appropriate, and ensuring that adequate utilities, including garbage removal, heating and air conditioning, are available to the extent possible. Landlord responsibilities vary from post to post (both in practice and according to local law) and it may be necessary to adjust the kinds of services provided by the mission based on local experience.

6 FAH-5 H-341.12-4 Short-Term Lease (STL) Nonresidential Building Operations

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

Description: Working with the landlord to provide basic services to the tenant(s) including adequate utilities, garbage removal, heating, and air conditioning. Includes ensuring that the building infrastructure and grounds are properly maintained, custodial services are provided, and necessary repairs are made either through contractors or in-house staff. Includes normal between-occupant fix-up, preparation for new arrivals, moving furniture/furnishings or equipment as appropriate. Agencies requesting services in excess of commonly provided levels (for example, special between-occupant fix-up, more frequent cleaning, or minor structural changes), will be charged directly for the additional cost. For instance, making a minor office change (removing a nonload-bearing wall) will be charged to the requesting agency for the initial change and for restoration to the original condition upon vacating the space.

6 FAH-5 H-341.12-5 Building Operations Workload Factors

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

The distribution of costs for all building operating expense (BOE) cost centers is based on square meters occupied. For stand-alone residences, the distribution factor is gross square meters occupied. For residence compounds and nonresidential-shared property, the concept of net square meters occupied is utilized. This means the costs of an entire building or compound will be spread to each occupying agency in proportion to the net square meters of office, functional, and workshop space that they occupy. Consequently, all agencies will share in the cost of grounds maintenance and the support costs of common and functional space such as hallways, lobbies, furnace room, and other such common areas. Conference rooms, theaters, and workshops that are under the exclusive control of an agency will be included in their net square meters occupied to determine their share of BOE. Warehouse BOE costs are based on gross square meters occupied. Unassigned office and functional space is charged to State program, since the State Department is the Single Real Property Manager. This cost center is not modifiable.

6 FAH-5 H-341.13 Furniture, Furnishings, and Appliance Pools (Lite and Standard)

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** Generally includes requisitioning, inventory control, warehousing, and delivery of nonexpendable residential furniture, appliances and equipment, and property disposal. This includes all residential furniture, equipment, and appliances whether associated with the non-ICASS housing pool or separately acquired housing. The furniture and equipment supplied should be provided according to an established post residential furniture or appliance pool policy approved by the ICASS council. Care must be taken to provide full transparency and equity in the distribution of furniture and equipment under this cost center to ensure the fullest possible participation by agencies at post. Participation in this cost center is voluntary.
- b. **Costs:** Generally includes the salary, benefits and other support costs of personnel ordering, stocking, inventorying, and related delivery costs of residential furniture, equipment and appliances. The cost of replacement furniture and equipment item(s) and related shipping and customs clearance is also included. For new positions, the buy-in will be part of the NSDD 38 process and for existing positions, which have been unfilled and are now being filled, the buy-in should be an in-kind donation of furniture and equipment or funds to purchase the required furniture and equipment sufficient to supply its personnel and that meets the policy established by the ICASS council. New subscribers to this cost center will either pay a 'buy-in' price sufficient to cover the additional furniture and equipment needed to supply its personnel, or donate furniture and equipment to the pool in compliance with the post Residential Furniture, Appliances, and Equipment Pool policy. The buy-in method of donating furniture is most appropriately used when the furniture pool is first set up at post.
- c. **How to count:** The number of housing units furnished by the pool. This cost center is modifiable provided that the basis for modification is established by the policy approved by the ICASS council.

6 FAH-5 H-341.14 Overhead (Miscellaneous Costs)

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** The goal of this cost center is to reflect only those costs that are not easily spread to other specific cost centers and/or are of

minimal value compared to the effort and expense to spread the cost(s) precisely. The total overhead costs generally should not exceed 5 percent of the total ICASS budget.

- b. **Costs:** Includes such things as ICASS gratuities, bulk-order supplies, ICASS postage, P.O. box rental and ICASS telephone tolls, contractual services NOC (not otherwise classified), ICASS office machine maintenance and miscellaneous transportation NOC, or indirect motor pool operations. Indirect motor pool operations are defined as the costs of operating the ICASS vehicles for various administrative tasks such as pouch pick-up and delivery, water trucks, and general housekeeping chores. Posts may utilize the motor pool cost pool capability in the ICASS software to distribute indirect motor pool costs directly to other cost centers as appropriate. Otherwise, indirect motor pool costs are appropriately charged to the overhead cost center, where these motor pool resources are clearly used to support other cost centers, e.g., customs and shipping and building operating expense (BOE) costs associated with maintenance of property. **NOTE:** All transportation expenses associated with procurement actions must be charged to the cost center cited in the procurement action obligation.
- c. **How to count:** There is no count. The cost is spread by the ICASS software based on each agency's percentage of net cost of all services. ICASS is treated as an agency for purposes of this distribution.

6 FAH-5 H-341.15 Non-ICASS Dual Positions

(CT:ICASS-5; 07-21-2006)

(Applies to participating ICASS agencies)

- a. **Description:** This is intended for use by ICASS service providers. A non-ICASS dual position is a service-provider administrative or financial position that is not 100 percent dedicated to providing ICASS services. The non-ICASS portion of the position can be used to perform program functions or to fill administrative functions exclusively for the service provider agency. Examples of positions that can be non-ICASS dual are administrative officers, budget and finance officers, executive officers, controllers, and related locally employed staff (LES) and personal service contractors (PSCs). This list is not meant to be definitive. The positions are **officially designated** as dual-function positions. The official designation also must make clear the non-ICASS responsibilities, for example, non-IC.
- b. ICASS dual positions are often found at small posts where a single individual may do consular work, political reporting, or some other programmatic function in the morning and provide administrative support in the afternoon. The service provider agency will use its accepted

method for position designation provided that all customer agencies receive official notification prior to the inception of ICASS budget preparation for that fiscal year.

- c. **Costs:** There is no distribution. The personnel and support costs associated with this position are accounted for under this cost center as they would be under any other ICASS cost center. The software then splits the cost between ICASS and the providing agency's program allotment in the appropriate percentage.
- d. **How to count:** Charged proportionally to the service provider's non-ICASS and ICASS activities.
- e. **Agency mergers:** Another use for non-ICASS dual positions is the accommodation of administrative support personnel during agency mergers. In the mergers of USIA, ACDA, and the Department of State in 1999, non-ICASS dual positions were used to place individuals in administrative service provider jobs that had been employed in USIA administrative support positions. When non-ICASS dual positions are used in this fashion, the employing agency will establish transitional rules to protect employees and the agency. The Department of State, for example, gave employees in non-ICASS dual positions a preference when selecting employees for other vacant positions within the organization. The Department also prohibited posts abroad from readvertising or filling this type of non-ICASS dual position when vacant. The position could be continued beyond the tenure of the original incumbent only with the approval of Washington headquarters.

6 FAH-5 H-342 THROUGH H-349 UNASSIGNED